IT Professional Technical Services Master Contract Program
T#:902TS

Statement of Work (SOW)
For Technology Services
Issued By

Minnesota Department of Human Services

Project Title: Staff Augmentation for MnCHOICES 3161

Service Category: Analyst - Business

Business Need

The Minnesota Department of Human Services (DHS) through the Continuing Care Administration (CCA) seeks a business rules analyst with the necessary skill set to document/improve the business rules used to assess, assign, and monitor long term care services, including home and community based services (HCBS).

From 2005 through 2007, the CCA worked to develop a comprehensive assessment tool and protocol to be used to assess people who may have long term care needs. This tool, also known as MnCHOICES (formerly COMPASS), is designed to replace existing eligibility and assessment tools used for programs administered by CCA within DHS. MnCHOICES will affect all participants in these programs, county social service agencies, and health plans providing continuing care services. Additionally, it will change a number of administrative and operational practices within DHS.

The MN Legislature approved funding for the full implementation of MnCHOICES during the 2009 session. Implementation of MnCHOICES ties to a number of policy and fiscal management changes authorized in the same legislation.

In addition to MnCHOICES, the 2009 legislature approved and funded other initiatives that were intended to reform the long term care system to assure sustainability into the future. These included new provider enrollment and provider standards, a new rate setting methodology as well as a Customized Living rate tool.

The Rate Setting Methodologies Initiative (RSMI) will establish statewide rate-setting methodologies that meet federal waiver requirements for home and community-based waiver services for individuals with disabilities. The rate-setting methodologies must abide by the principles of transparency and equitability across the state. The methodologies must involve a uniform process of structuring rates for each service and must promote quality and participant choice.

This initiative will:

- Bring DHS into federal compliance for the renewal of federal financial participation in the disability waiver programs
- Identify components of each waiver service
- Determine standard price for each service component
- Identify methodologies to create rates based on service components and individual needs

In the fall of 2013, the first phase of MnCHOICES will be released to production according to a graduated implementation plan. Shortly thereafter, two additional releases will be deployed, completing the MnCHOICES tool.

Release 1: Security, Workflow, Assessment and Assessment Summary, accessibility compliance (implementing in late 2013)
Release 2: Enhanced functionality to Release 1, performance and compliance reporting, audit trails, enhancements (Implementing by June 2014)
Release 3: Generating the support plan (CSP/CSSP), integrating with MnCHOICES assessment, Rates Setting Tool, MnHelp.info and iLOG eligibility rule (by June 2014)

Staff provided by the selected Responder will support CCA and SSIS staff, and other contracted business and Web Application Specialists to develop and implement MnChoices CSP/CSSP (Releases 3).

Staff provided by the selected Responder will support CCA staff in building upon the business processes and information architecture identified in work that CCA has been engaged in through other contractors. These business processes and information architecture were developed specifically to assist in the implementation of the legislated initiatives. Business Rules Analysts will define and refine business rules which will drive the development and implementation of the above initiatives.

The support planning development will occur in a .net environment coded in C#.

Project Deliverables
- Generate the CSP/CSSP (includes Needs Summary, Risk Mitigation, Goals, Service Agreement, Informed Choice, Caregivers, and Program and Service eligibility)
- Integration with Rate Setting Tool
- Integration with Mn Help.info
- Integration of iLOG eligibility rules
- Integration with the assessment answers and eligibility results in MnCHOICES
- Distribution of CSP/CSSP to consumers as well as providers
- Communication methodology between Case Managers and Certified Assessors
- Conversion to MMIS data for easy data entry of service agreements
- Test plans with strategies and approaches to verify and validate the quality of the business rules and the technology solution

Project Milestones and Schedule
- Project Start Date: **2009, and the work in this Statement of Work will begin in June 2013**
- Key deliverable dates: **see below**

- End Date: June 2014.

Infrastructure Decision	Identify options	June 2013
	Business Sign off	June 2013
	Technology Sign off	June 2013
Development of CSP Document	Link to Assessments	Summer 2013
	Link to Person Information	
	Develop Sections of CSP	
	Integration with Rates	
	Integration with MnHelp.info	
	Integration with iLog	
Develop CSSP Document	Link to Assessments	Fall 2013
	Link to Person Information	
	Link to CSP Documents	
	Develop Sections of CSSP	
Set up Infrastructure	Build out Dev environment	Fall 2013
	Build out Test environment	
Log-in	Modify log-in for MnCHOICES	Fall 2013
Notes	Notes on CSP	Fall 2013
	Notes on CSSP	
Printing	Printing the CSP	Winter 2013
	Printing the CSSP	
Saving	Saving the CSP	Winter 2013
	Saving the CSSP	
Routing, Transfers, and Notifications	Routing the CSP	Winter 2013
	Routing the CSSP	
Transition States	Status and States for the CSP	Winter 2013
	Status and States of the CSSP	
SSIS Integration	Determine level of integration	Spring 2014
	Determine integration requirements	
	Build SSIS integration	
MnCHOICES integration	Updates to assessment	Spring 2014
	Changes within CSP/CSSP	
Security	Roles and Functions	Spring 2014
	Security Audit	
Reporting	Determine Strategy and Requirements	Spring 2014
	Build Out Reporting functionality	
	Build reports	
Archiving/Retention Purging	Needs assessment	Spring 2014

	Requirements	
Testing	Test scripts	throughout
	Stress/capacity testing	
	UAT	
	Pilot readiness	
	Regression	
Training	Testers	January – June 2014
	State Staff/Help Desk	
Implementation	Plan	January 2014 – June 2014
	Production support	
	Migration	
	Post implementation support	
	Transition plan	
	Execute transition plan	
Continuity of Operations Plan (COOP) Development	Business assessment Business plan Approval of plan	March 2014 – April 2014
COOP Test	Completion and submission	May 2014
Enterprise Architecture Accessibility and Secure System Engineering	Complete compliance audits Complete accessibility audits	June 2014

Project Environment (State Resources)

The State's Project Manager is Lisa Lazaretti for MnCHOICES, 444 Lafayette Rd, St Paul, MN 55101 or her successor. The State's Project Managers will certify acceptance on each invoice submitted for payment.

Other Project staff:
Policy staff within CCA working on the legislated initiatives and various long term care programs administered by CCA
Lead Training Analyst
Lead Business Architect
Lead Technical Architect

Agency Requirements

- Implementation will include the training of DHS staff so they can maintain the initiatives after the contract is done
- Business rules must be in compliance with statewide Enterprise Architecture, Project Management Methodology and applicable industry/agency standards
- MnCHOICES including the rules engine work that will be completed with this SOW must interface with MMIS, SMI and other major systems
- It is expected that selected vendor will work onsite at DHS Central Office locations. DHS will provide appropriate work space.

Responsibilities Expected of the Selected Vendor

- Provide a Business Analysts who will be:
  - Responsible for the identification, analysis, design and development of business rules (business rules metaphors)

- Responsible for the system requirements specification, including rules documentation and Unified Modeling Language (UML) modeling
- Provide electronic copies of all business rules use case modeling and documentation, UML, class diagrams, and activity diagrams.
- Provide training and knowledge transfer to CCA staff to enable them to perform ongoing maintenance of rules architecture and MnChoices application.
- Provide DHS Project Manager with progress reports on a weekly basis.
- Inform DHS Project Manager in a timely manner of risks to the milestone completion dates.

Required Skills
Minimum 5 years' experience as a senior business analyst or business lead, which must include:

- Expert requirement elicitation and documentation skills
- Previously acted as the liaison role between the business and technology as a point person for both departments
- Experience leading JAD (Joint-Application-Design sessions with various levels of the organization)
- Experience in documenting Requirements through use cases as well as line by line requirements
- Experience producing Business Requirement Documents, System Specs, Business System Requirements as well responding to Technical Requirements documentation.
- Ability to self-direct and manage within timelines, budgets, and scope restrictions
- Previous experience communicating/presenting effectively with all levels of the organization
- Strong facilitation and organizational skills
- Documentation of business rules and business logic
- Experience mining large sets of data to extract meaningful information
- Experience soliciting, documenting, and testing usability requirements
- Previously deployed a purchased vendor application as well as internally developed applications
- Expert understanding of the SDLC process
- Experience participating in all phases of the SDLC process from planning to post-implementation
- Experience creating ERD (Entity Relationship Diagrams)
- Experience interpreting and enhancing existing data models
- Ability to recommend solution architecture to the technical team
- Previously implemented a project to consolidate data into a central data repository
- Previously led the sizing and prioritizing efforts surrounding technical decisions as they pertain to the end solution
- Experience integrating new systems with existing infrastructure including creating detailed process models for such
- Previous experience as a Test lead – unit, functional, performance, capacity, stress, smoke, regression and end to end
  - Ability to conduct and report on Root cause analysis

- - - - - - - - - - - - - o Ability to lead defect tracking and reporting
        o Previous experience producing a Test plan and Test Strategy
        o Previous experience creating test scripts (manual and automated)
        o Previous experience facilitating user acceptance testing
- Experience working with various project methodologies including agile and waterfall
- Strong data mining and analysis capabilities applicable to the business acumen
- Ability to complete gap analysis activities, including documenting both current state and future state business models
- Experience working with Share Point for document management
- Experience working with the Department of Human Services
- Experience with Long-Term Care Planning
- Knowledge of waivered and state planned programs and services
- Experience in the health care IT industry

Desired Skills

- Experience implementing technical solutions with .net/SQL platforms
- Prefer individual with strong Business Analyst skill set along with solution architect and testing skills.
- Experience working with MnCHOICES and the Rate setting initiative within the Continuing Care Administration

Process Schedule

- Deadline for Questions   06/24/2013, 4:00 PM CDT
- Anticipated Posted Response to Questions   06/25/2013, 4:00 PM CDT
- Proposals due   07/03/2013, 4:00 PM CDT
- Anticipated proposal evaluation begins   07/05/2013
- Anticipated proposal evaluation & decision   07/08/2013, 4:00 PM CDT

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 06/24/2013, 4:00 PM CDT:

        Name: Pam Erkel
        Department: Department of Human Services, Continuing Care Administration
        Email Address: Pam.Erkel@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 06/25/2013, 4:00 PM CDT (http://mn.gov/buyit/statements/mcp902ts_active.html).

SOW Evaluation Process

- Project Overview - Business Need and Project Deliverables (10%)
- Business Analyst Experience (50%)
- Three References (5%)
- Cost (30%)
- Extent to which services will be performed within the U.S. or by a WTO country company within its own borders (5%)

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements
- Project Overview
- Detailed response to "Business Need"
  a) Description of the vendor's understanding of the need and explanation of their proposed solution.
  b) Explain how the project will meet the requirements.
  c) For each "response," vendor would need to explain if their solution already includes the business/project requirements or would the solution have to be modified.
  d) Include description of software/hardware configuration.
- Detailed response to "Project Deliverables"
- Detailed response to staff augmentation
  a) Resume
  b) Cost
- References: Provide three clients using the solution
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
  a) Affirmative Action Certificate of Compliance (if over $100,000)
  http://www.mmd.admin.state.mn.us/doc/affaction.doc
  b) Affidavit of non-collusion
  http://www.mmd.admin.state.mn.us/doc/noncollusion.doc
  c) Certification Regarding Lobbying
  http://www.mmd.admin.state.mn.us/doc/lobbying.doc
  d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
  http://www.mmd.admin.state.mn.us/doc/vetpref.doc

Proposal Submission Instructions
- Response Information:
  a) To whom to address the response: Pam Erkel
  b) Where to respond: Pam.Erkel@state.mn.us
  c) How to label the response: Response to IT Professional Technical Services Master Contract Program T#902TS #3161
- How to submit: email preferred
- Key dates:
  a) Response due date: 07/03/2013, 4:00 PM CDT
  b) Expiration date for the vendor's price/terms guarantee: 08/02/2013
  c) Constraints or rules on respondents (e.g. are there any restrictions as to whom the vendor is allowed to contact). All correspondence regarding this Statement of Work must be directed to Pam Erkel. Other staff are not authorized to provide information or answer questions.
  d) Vendors must submit candidate resumes directly to Pam Erkel by 4:00 PM CDT on or before 07/03/2013. This may be done via an attachment to e-mail to Pam Erkel by the required time and due date.

General Requirements

Proposal Contents
By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification
In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:
1) Intentional, willful, or negligent acts or omissions; or
2) Actions that give rise to strict liability; or
3) Breach of contract or warranty.
The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses
All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this solicitation, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest
Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this

request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards
Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:
http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards
Nonvisual access standards require:

1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals
In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting

proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference
In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

(1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;

(2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or

(3) any other veteran-owned small businesses certified under section 16C.19, paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited
All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.